



Kokua Services
SUPPORT • ENCOURAGE • EMPOWER

TITLE: EMERGENCY PROCEDURES

Policy 2.2

Rev. November 2021

PURPOSE AND SCOPE

This policy outlines Kokua's system for ensuring prompt response to client health and safety needs 24 hours a day.

A. ON-CALL SYSTEM

Kokua has an On-Call System to provide support for employees and to respond to emergencies. This On-Call system is meant to support the clients and staff of Kokua Services with resources and support, and must be used AFTER contacting 911 in the case of a life-threatening incident. The On-Call System must be notified whenever...

- A client has a medical or mental health emergency, including a blow to the head
- A client without seizure disorder diagnosis has a seizure
- There is suspected abuse, neglect or exploitation of a client
- A client is missing
- There is serious damage to a client home, such as a serious plumbing leak or a fire
- Emergency services have been called (911, crisis response, fire department or police)
- Any other situation which constitutes a threat to the health and safety of clients or staff
- There is inadequate staffing to cover clients' basic health and safety needs, e.g. an employee who is scheduled to work does not show up for their shift or an employee on shift becomes ill and unable to work

B. ON-CALL SYSTEM PROCEDURES FOR EMPLOYEES

Emergencies occurring during business hours, contact the Client Service coordinator over this worksite. If this CSC is not available call the Administrative On-Call phone at 360-790-5916. If this is a life-threatening event 911 must be called before contacting the On-Call phone.

Emergencies after office hours:

1. **If this incident requires response by the local police, paramedics, fire department or other professional emergency service you must call 911 immediately and before contacting any other party. Then move to step 2.**
2. Call the Administration On-Call Cell Phone at 360-790-5916.
3. If the employee is unable to contact On-Call staff the above staff, they may **page** the Assistant Director at 360-412-6586. (Call the pager number, you will hear a beep. *Enter your phone number, press the # key and hang up.* You will receive a call back.)
4. The On-Call Staff are responsible to contact a client's parent/guardian if necessary (i.e. injury, absence or death of a client, etc.)
5. On-Call staff must log all on-call situations in the On-Call Log.
6. The On-Call staff will ensure that a General Event Report is brought to the Kokua office within 24 hours and faxed to DDA as required by Kokua policy. For serious incidents

that happen on weekends or holidays, the Administration On-Call staff will phone the incident in to the DDA case manager with a copy of the incident report to follow on the next business day.

- Quality Assurance Coordinator Phone. At 5pm on weekdays the Administrative On-Call phone duties (and all above stated requirements) are forwarded to the Quality Assurance Coordinator. At 1am the calls will be transferred back to the Administrative On-Call staff on duty. Transferring will be done via *72 (then the phone number) and transferred back via *73.

C. ON-CALL SYSTEM FOR PEOPLE SUPPORTED BY KOKUA

There is a separate On-Call System for individuals in Kokua's Independent Living Program. Clients can use this system to seek advice or to summon assistance at any time. All clients in Independent Living should have a laminated card in their possession with the On-Call System phone number. Client phones should also be programmed to speed dial the on-call number. The phone number for the Independent Living On-Call phone is 790-5952.

D. REIMBURSEMENT FOR ON-CALL

Employees who have on-call responsibilities will be reimbursed at a daily rate for each day they are on-call. When an on-call staff person receives a call or a page, that employee should claim work hours for the time spent in response. On-call responders should claim a minimum time of 15 minutes (for additional calls, additional hours may be claimed if the additional calls are outside of the first one-hour window.)

E. REPORTING EMERGENCIES

A General Event Report Form must be filled out by on-duty staff for all emergencies, regardless of severity, before leaving the shift in which the incident occurred.

F. MEDICAL EMERGENCY

If minor first aid is required, use the First Aid Kit. Fill out a general event report and note in client's log before the end of the shift in which the incident occurred. If a client needs more help than you are able to render, **call 911 first then notify the Kokua Services On-Call staff once it is safe to do so.** Do not transport clients in personal vehicles for emergencies unless instructed to do so by emergency personnel.

In the event of a choking incident all Kokua staff are trained on administration of the **Heimlich Maneuver**, and must administer this maneuver if the client is found to be choking and their airway is blocked. Staff are required to **contact 911 immediately** after the Heimlich Maneuver is performed and follow up with the Administrative On-Call staff as soon as possible. Failure to report such an incident in a timely manner could result in disciplinary action up to and including termination.

Employees will initiate **CPR** if a client is found without a heartbeat. CPR will be continued until emergency medical personnel arrive to assume responsibility for the client. **Kokua staff must initiate CPR unless a client has a POLST (Physician's Order for Life Sustaining Treatment) form signed by the client's doctor that has instructions for withholding CPR. This POLST form will be handed immediately to emergency medical personnel when evaluating this client during an incident.**

Staff are required to **contact 911 immediately** after CPR is performed, during if there are more than one staff present, and follow up with the Administrative On-Call staff as soon as

possible. Failure to report such an incident in a timely manner could result in disciplinary action up to and including termination.

G. CLIENT INVOLVEMENT WITH LAW ENFORCEMENT

If a client is involved in any type of alleged illegal activity, either as a suspect or as a witness, staff will notify the Kokua office or Kokua on-call system. Staff will cooperate with law enforcement personnel to the best of their ability

H. MISSING PERSON

In the event a client receiving 24-hour services from Kokua is missing from their residence or other location, the On-Call System will be contacted immediately. (See Section B above.) The "On-Call" employee will investigate to clarify where a client is supposed to be, including appointments, friends, work, etc. The on-call staff person will notify law enforcement if it is clear that a client with 24-hour services is not at any of the standard locations.

I. FIRE EMERGENCY

1. For a minor fire emergency, use the fire extinguisher.
2. In case of a major fire, remove the clients from the house immediately.
3. When the clients are safely away from the house, call 911.
4. The clients' safety is your only concern. Do not attempt to save property or re-enter the home.
5. If clients cannot be removed from the home, shut their door and place a wet towel at the bottom of the door.
6. Go outside the home to wait for the emergency vehicles to arrive and point out the location of the client. Immediately call the Kokua on-call system to report the fire.

J. FIRE DRILL

A fire drill must be completed in each client's home at least once per month.

The process is as follows:

1. Sound the smoke alarm
2. Call out "fire" to the clients.
3. Cue or assist clients in leaving via nearest exit.
4. Periodically practice exiting by crawling or other appropriate means.
5. If clients are distressed by drills they should be forewarned of the drill.

Clients will receive fire safety training during each drill. This may include reviewing all exits, feeling doors for heat before opening, purpose of crawling, proper use of extinguishers, etc.

All completed fire drills must be logged on the monthly Safety Equipment Checklist.

K. OTHER EMERGENCY

If there is imminent danger to client, staff or others, call 911 first (Fire, Assault, Run Away, Suicidal Behavior, etc.) then contact the Kokua On-call staff as soon as it is safe to do so. The Kokua On-Call System must be notified whenever there is a 911 call.

Kokua staff will seek medical evaluation for any unwitnessed fall, this should occur the same day (as soon as possible) as the fall itself.

Any damage to property, whether Kokua or client-owned should be reported to the Kokua On-Call phone promptly and a general event report filled out.

L. TEAM EMERGENCY PLANS

Each team is responsible to maintain an up-to-date written Emergency Plan. All new staff should read the Emergency Plan as part of their house orientation. The Emergency Plan should be followed in the event of a natural disaster such as a snowstorm, summer heat emergency, power outage, earthquake, flood, volcanic eruption or civil emergency. All Emergency Plans must include an emergency staffing plan for assuring coverage during major disasters. Teams should be prepared to continue regular client care without assistance for up to 72 hours. Client's homes should have a 72 hour supply of emergency food and water in the event of a large scale disruption of services.

M. AGENCY EMERGENCY PLAN

The Executive Director will maintain an agency-wide Emergency Plan which will outline the processes to be followed in response to natural or man-made disasters or civil emergencies that would impact normal agency functions.

Copies of the agency-wide Emergency Plan will be kept in the homes of the Executive Director and his or her designee(s). The Executive Director will update the Agency Emergency Plan on a yearly basis.